

# ***Chemung County/City of Elmira Regional Civil Service Commission***

*PO Box 588 • 203 Lake Street • Elmira, New York 14902-0588*

## **Examination Notice**

### **COMPUTER OPERATIONS SPECIALIST - OPEN COMPETITIVE**

#### **DECENTRALIZED - EXAM #19417**

#### **(TRAINING & EXPERIENCE + PC ADMINISTERED QUALIFYING TESTS)**

#### **APPLICATION DEADLINE: APRIL 9, 2018**

**SALARY:** \$35,000-\$38,000/Yr. (Entry)

**EXAM FEES:** There is a \$15.00 non-refundable exam fee. This fee must be paid at the time of application, either by cash, check or money order made payable to "Regional Civil Service Commission". If your application is disapproved, the fee will not be refunded. You should carefully review the minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify. Details concerning waiver of application fee are found in the "General Instructions."

**RESIDENCY REQUIREMENT FOR EXAM:** There is no residency requirement to participate in the exam.

**VACANCIES:** This examination is being held to fill vacancies, as they may occur in the GST BOCES District.

#### **MINIMUM QUALIFICATIONS: Either:**

- A) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Computer Science, Information Systems Technology or a closely related field and two (2) years of experience in computer operations which shall include developing and maintaining a database and/or working with spreadsheets that includes formulas; **or**
- B) Graduation from high school or possession of a general equivalency diploma and completion of a computer related certification and three (3) years of experience in computer operations which shall include developing and maintaining a database and/or working with spreadsheets that includes formulas; **or**
- C) Graduation from high school or possession of a general equivalency diploma and four (4) years of experience in computer operations which shall include developing and maintaining a database and/or working with spreadsheets that includes formulas.

**NOTE:** Nine (9) college credit hours of computer related coursework, in addition to the required education, may be applied towards one (1) year of the required experience.

**ANTICIPATED ELIGIBILITY:** If you expect to complete the college educational requirement June 9, 2018, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Chemung County/City of Elmira Regional Civil Service Commission. Proof must be submitted by June 30, 2018. Failure to do so will result in removal of your name from the eligible list.

**JOB DESCRIPTION:** This position is responsible for the flow and accuracy of computerized data. Under general direction, the incumbent develops and coordinates computer systems supplying a variety of financial, management, statistical, and student information. Work involves responsibility for the maintenance of schedules with minimal error in content and volume. The incumbent is responsible for various aspects of an information system, including reports, security, assembly and maintenance. Work is received from and supervised through an administrative supervisor primarily with respect to adequacy and accuracy of finished products. Does related work as required.

**SUBJECT OF EXAMINATION:** The examination will consist of two parts: a rated evaluation of training and experience and a qualifying pc-administered test. You must pass the evaluation of training and experience in order to take the qualifying pc-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

**PART ONE: Rated Evaluation of Training and Experience:**

You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas: Computer Programming, User Support, Business/Systems Analysis.

**PART TWO: Qualifying Tests:**

**A) Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions:**

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

**B) Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems:**

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

**C) Qualifying Simulation Test of User Support and Training:**

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a users problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

**PRE-EMPLOYMENT DRUG TEST/BACKGROUND INVESTIGATION:** Candidates being considered for appointment may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to pass the pre-employment drug test or to meet the standards for the background investigation may result in disqualification.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** "Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

*EQUAL EMPLOYMENT OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER.*

## GENERAL INSTRUCTIONS

**Applications:** A regular application form must be filed for each separate examination. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved. There is a \$15.00 non-refundable exam fee (the fee for Uniformed Protective Services exams is \$20.00). The fee must be paid at the time the application is filed and must be paid in cash, check or money order, made payable to the Regional Civil Service Commission. There is a \$30.00 fee for returned checks with non-sufficient funds. Before filling out your application, read carefully the announcement for this examination. When completing your application be sure to enter, at the top of page 1, the examination number which identifies the examination for which you are filing. Applications postmarked after midnight of the "Last Filing Date" will not be considered eligible for this examination.

**Waiver of Exam Fee:** The exam fee may be waived for the following reasons:

- You are unemployed and primarily responsible for the support of your household.
- You are receiving financial assistance from the Department of Social Services. Applications and Waiver of Application Fee forms are available at the Chemung County/City of Elmira Regional Civil Service Commission, P.O. Box 588, 203 Lake Street, Elmira, New York 14902-0588. Telephone: (607) 737-2915. When submitting your waiver form, please provide proof of eligibility, such as a check stub or benefit card.

**Qualification Process:** Upon review of applications, candidates will either be disqualified or conditionally approved. Disqualified candidates will be afforded the opportunity to submit facts in opposition to disqualification. Statements in the applications of conditionally approved applicants may be investigated at a later date. The Regional Commission may refuse to certify an eligible after examination pursuant to Section 50.4 of Civil Service Law who is found to lack any of the established requirements for admission to the examination or for appointment to the position for which he applies. No person shall be disqualified pursuant to this subdivision unless he has been given a written statement of the reasons therefore and afforded an opportunity to make an explanation and to submit facts in opposition to such disqualification. *\*Minimum qualifications that require years of experience will only be considered as qualifying if it is "paid experience," Internships, and volunteer work will only be accepted if it is clearly stated in the minimum qualification section.*

**Admission to the Exam:** Accepted candidates will receive an admission letter which tells when and where to appear for the exam. No one will be admitted to the examination without the official admission letter. If an application is rejected, a disapproval letter will be sent to you. The Regional Civil Service Commission does NOT make formal acknowledgment of the receipt of an application; however, you should contact the Regional Civil Service Commission if you do not receive a notice within three (3) days of the examination informing you whether or not you are to be admitted to the examination.

**Multiple Exams on the Same Day:** Qualified candidates may take a combination of examinations being given on the same date. Prior to submitting applications for multiple exams, you may check with the Civil Service office for the maximum time allowance to complete all of the exams.

**Religious Accommodation:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the area on the examination application (page 1, C) "Religious Accommodation". We will make arrangements for you to take the test on a different date.

**Veterans' Credits:** Veterans and disabled veterans desiring to claim additional credit must submit veteran's credit forms prior to the establishment of the resulting eligible list. Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Active members of the armed forces must provide proof of military status to receive conditional credit. Further information and applications are available at the Regional Civil Service Commission office.

**Additional Credit for Children of Firefighters and Police Officers Killed in the Line of Duty:** In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**Failing Examination/Failure to Appear:** Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.

**Eligible Lists:** Unless otherwise specified, the final rank order of the eligible list established, as a result of this exam, will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will remain in force for at least one (1) year and may be extended by the Regional Civil Service Commission for a maximum of four (4) years.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

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